

Comparisons of Job Characteristics

Focus Occupation: [Customer Service Representatives \(43-4051\)](#)

Associated Occupation: [Eligibility Interviewers, Government Programs \(43-4061\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 89

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Eligibility Interviewers, Government Programs (43-4061)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Customer and Personal Service	11.3	19.7	15.2	<< Extensive education and/or training may be required
Clerical	7.3	17.6	12.2	<< Extensive education and/or training may be required
Law and Government	5.9	10.6	4.1	<< Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Eligibility Interviewers, Government Programs (43-4061)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Speaking	10.8	15.6	12.3	<< Extensive development of skills in this area may be required
Active Listening	11.0	15.2	12.6	< A higher skill level may be required
Service Orientation	7.9	11.8	11.6	0 Current skill level may be sufficient
Social Perceptiveness	9.1	11.6	9.1	< A higher skill level may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 97

Focus Occupation: Customer Service Representatives (43-4051)
Associated Occupation: Eligibility Interviewers, Government Programs (43-4061)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Expression	12.4	15.7	13.3	<	Some improvement in abilities may be required
Oral Comprehension	12.5	15.3	13.1	<	Some improvement in abilities may be required
Written Comprehension	11.0	13.4	10.8	<	Some improvement in abilities may be required
Written Expression	9.8	12.9	11.0	<	Some improvement in abilities may be required
Speech Clarity	10.2	12.4	11.8	0	Current ability level may be sufficient
Deductive Reasoning	10.6	11.8	9.7	<	Some improvement in abilities may be required
Inductive Reasoning	10.2	11.4	9.1	<	Some improvement in abilities may be required
Speech Recognition	9.9	11.2	11.8	0	Current ability level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 46

Focus Occupation: Customer Service Representatives (43-4051)
Associated Occupation: Eligibility Interviewers, Government Programs (43-4061)

Work Activities	Exclusivity of Activity
Maintain records, reports, or files	5
Obtain information from individuals	24
Prepare reports	8

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: n/a

Focus Occupation: Customer Service Representatives (43-4051)
Associated Occupation: Eligibility Interviewers, Government Programs (43-4061)

Tools and Technologies	Exclusivity
Tools and technology data is unavailable for one or both occupations.	

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.